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October 1, 2019

VIA ELECTRONIC FILING

Jocelyn G. Boyd, Esquire
Chief Clerk & Administrator
Public Service Commission of South Carolina
101 Executive Center Drive, Suite 100
Columbia, South Carolina 29210

Re: Kevin Marra, Complainant/Petitioner v. JMS Worldwide, LLC, Defendant/Respondent
Docket No. 2018-211-T

Dear Ms. Boyd:

On March 20, 2019, the Public Service Commission of South Carolina ("Commission") issued Order No. 2019-202 in which the Commission conditionally approved a Code of Ethics and Conduct filed on behalf of JMS Worldwide, LLC ("JMS" or the "Company"). In the Order, the Commission requested that the Office of Regulatory Staff ("ORS") provide a report by October 1, 2019, JMS's compliance with the Code of Ethics and Conduct ("Code") including ORS's assessment as to the Code's adequacy in improving JMS's customer service quality.

JMS Code of Ethics and Conduct

The Code is a one (1) page document which states the following:

"JMS Worldwide's mission is to provide top-quality professional moving and storage services on every move. To accomplish our mission, all JMS Worldwide employees will:

- Maintain positive attitudes. Be friendly and cheerful and remember that the customer always comes first.
- Be presentable and approachable. We will project positive and respectful body language and maintain a calm and positive tone of voice.
- Listen to our customers. Ask questions and pay close attention to their answers.
- Provide accurate written estimates before every move.

- Give customers accurate pick-up and delivery windows and promptly notify them of any changes.
- Communicate throughout the moving process and provide honest and accurate information.
- Have the highest level of vehicle maintenance, safety standards and driver qualifications to protect safety and prevent injury.
- Provide continuing training, education, and performance reviews of employees, drivers, sales persons, and staff to ensure the highest levels of services offered.
- Operate as accountable employers and to encourage our employees to behave in a responsible and respectable manner as they represent our company.
- Make good faith efforts to resolve disputes.
- Understand and follow all laws and regulations.”

ORS Review and Assessment

Since March 20, 2019, ORS received three (3) complaints related to Class E Household Good Carriers. Two (2) of the complaints involved JMS.

Complaint #1 was received by ORS on April 8, 2019. The customer’s complaint alleged the following:

- 1) received a quote from JMS with a lower price than billed;
- 2) received no bill of lading from JMS;
- 3) his goods were damaged and JMS refused to reimburse for damages; and
- 4) JMS used unprofessional and intimidating tactics.

ORS’s investigation determined the customer did receive a bill of lading and JMS reimbursed the customer for damages at \$0.60 per pound. The customer’s move occurred in January 2017 - before the Commission conditionally approved the Code.

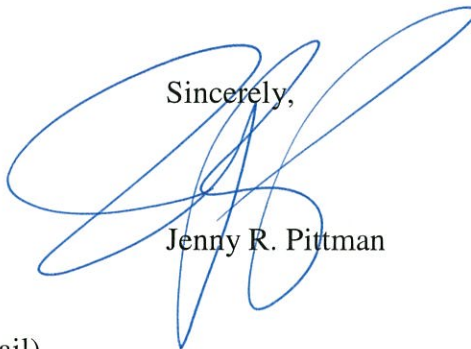
Complaint #2 was received by ORS on July 26, 2019. The customer alleged that she had been quoted \$5,000 for the total move by JMS and was billed nearly \$15,000. Additionally, the customer alleged that JMS would not release her household goods unless she paid additional charges. The customer stated she was overbilled by JMS for her move. ORS’s investigation determined the customer was overcharged for moving services by JMS. The overcharge of \$370 occurred due to a calculation error on the bill of lading. In accordance with S.C. Code Ann. Reg. 103-199.5, JMS refunded the customer \$370. ORS determined JMS was not holding the customer’s goods hostage. The customer’s goods were placed in storage vaults as the customer agreed upon in the work order, and the additional charges were for breaking down the storage vaults and unpacking her goods so that another household good moving carrier could complete the

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shipment. ORS determined that JMS mis-identified some items on the bills of lading; however, JMS assigned the proper tariff charge.

JMS's Code does not contain measurable standards for service quality. However, based on the complaints received, ORS concludes JMS has made a good faith effort towards improving its customer service quality with the exception of providing accurate quotes as identified above. ORS notes that quotes and estimates are not governed by Commission rules and regulations, however, as part of its Code, JMS has pledged to provide accurate written estimates. ORS recommends JMS continue to work towards improving this aspect of its customer relations.

Sincerely,

A handwritten signature in blue ink, appearing to be 'Jenny R. Pittman', is written over the typed name. The signature is stylized with large, sweeping loops.

Jenny R. Pittman

cc: Joseph Melchers, Esquire (via E-mail)
All Parties of Record (via E-mail and U.S. Mail)